IOT Data Center Operations - 2016

Who We Are:

A 24-member team, staffed 24x7. We provide both mainframe and distributed-systems-production-batch scheduling; systems monitoring; after-hours level-1 helpdesk support; and problem determination and escalation. We also provide Mainframe Billing Admin support for IOT and BSU. As an aggregate, we process nearly 25,000 jobs per week. We are responsible for ensuring these processes are completed successfully. We prospectively diagnose potential issues that could impact IOT's production environment.

Our Mission: Ensuring 24 x 7 operations for IOT Data Center Systems Processing and Hardware.   Operations mission is to ensure 24x7 production operations for the Indiana Office of Technology data center. We host and support both IOT's and Ball State University's mainframe environments, both here are and at our disaster-recovery location. We are the first point of contact for IOT and other state agencies. We are purposed with providing prompt, knowledgeable and precise service, problem resolution or escalation to Tier 2 or Tier 3 support. We ensure that production schedules are completed on time and that they correctly define and have met the customers' business objectives. When hardware or software related failure/warning occurs, we assess and solve -- or escalate these issues to the responsible area of support. Finally, we are responsible for monitoring and reporting security and environmental concerns -- and seeing resolutions through to completion.

Department: 493015

Manager: Todd Baxter

Department History:

Traditionally operations performed functions related to mainframe processing. These included systems-monitoring, physical tape processing, print processing and jobs-execution monitoring. Over time, and with changing technology such as virtualization, automation and outsourcing of print, the responsibilities shifted to a more production-control-related task. No longer are we hanging 5,000 tapes a day and printing 150,000 pages of output. Today's operations create, control, monitor, and repair batch-processing for the Mainframe, Windows, UNIX, AIX, and Linux platforms -- managing database functions for our CA7 automation application. Operations handle after-hours helpdesk processes and administer mainframe billing. We monitor all video and are the first point of contact for those needing access to the data center. We monitor and implement all data-center environmental functions (power, cooling, electrical and fire suppression).

What We Do:

We provide:	24x7 onsite Data Center, Mainframe and distributed batch monitoring, Level 1 Helpdesk, Mainframe Billing Admin Support, production control maintenance, and scheduling.
Application Support	Provide IBM MVS monitoring support for Mainframe Admin Team, and assist with supporting CA7, CA1- CA11, TSO, ISPF, SDSF, Tivoli and several miscellaneous other applications.
Issue Support	Research and solve abended or failed production processes -- and escalate these when necessary.
Project Support	Provide support for multiple state agencies with implementation of new or changing batch cycles.
Helpdesk Level-1 Support	We triage and escalate all after-hours helpdesk-related functions.
Customer Service	We are the first point of contact for production-related issues. This includes scheduled batch processes, ware support, JCL, job restarts and Mainframe IPLs.
Consulting Services	Offer CA7 consulting/implementation services for state agencies that require automation for batch processing.

Our Products:

1066	Jobs Production	1094	Tape Access
1092	Disk Megabytes Allocation	5000	Mainframe Transactions

Our Tools:

vFire	Ticket Management and SLA Measurement

Our Metrics: Mainframe – IBM, IMS, DB2 Availability   99.9%+ G; 95%+ Y; <95% R

Our Customers:

Dept of Revenue (DOR); Dept of Correction (DOC); Dept of Workforce Development (DWD); Dept of FSSA (ISETS & ICES) Child Support and Food Stamps; Division of Family Resources (DFR); IOT Helpdesk; Ball State University.

Our Budget: $5.7 million

Major Accomplishments:

- Converted all Dept. of Revenue jobs from MVS to AIX.
- Implemented and scheduled all DWD production batch for their new distributed environments.
- Helped managed DWD Unisys mainframe during their transition to a distributed platform.
- Support and monitor IOT's and other state agencies' production batch environments.
- A fully staffed, 24x7 operations – single point of contact for problem escalation, systems monitoring and security.
- Upgraded and successfully implemented redundant power for the datacenter.

Current Projects:

- FSSA conversion from ICES to IEDSS (Mainframe application, to distributed Windows environment).
- Upgrading to secured data center doors and updating and repairing datacenter hallway.